



# City Council Housing Subcommittee

## Plan for Homeless Outreach Services

September 22, 2020

City of Milpitas

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# Overview

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1. Background
2. How Homeless Outreach and Case Management Works
3. Outreach Options (3)
4. Recommendations



# Background

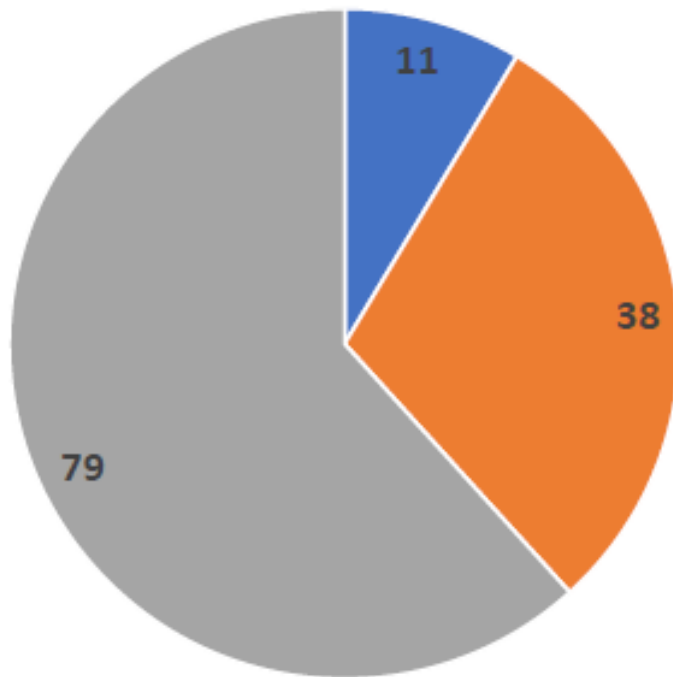
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- In FY 2019, the City Council approved a \$75,000 budget for a nonprofit agency homeless case manager dedicated to Milpitas.
- In June 2020, the Housing Subcommittee discussed homelessness in Milpitas and asked staff to return with an update on options for increasing homeless outreach and case management services.



# Milpitas: Estimated Level of Intervention Needed

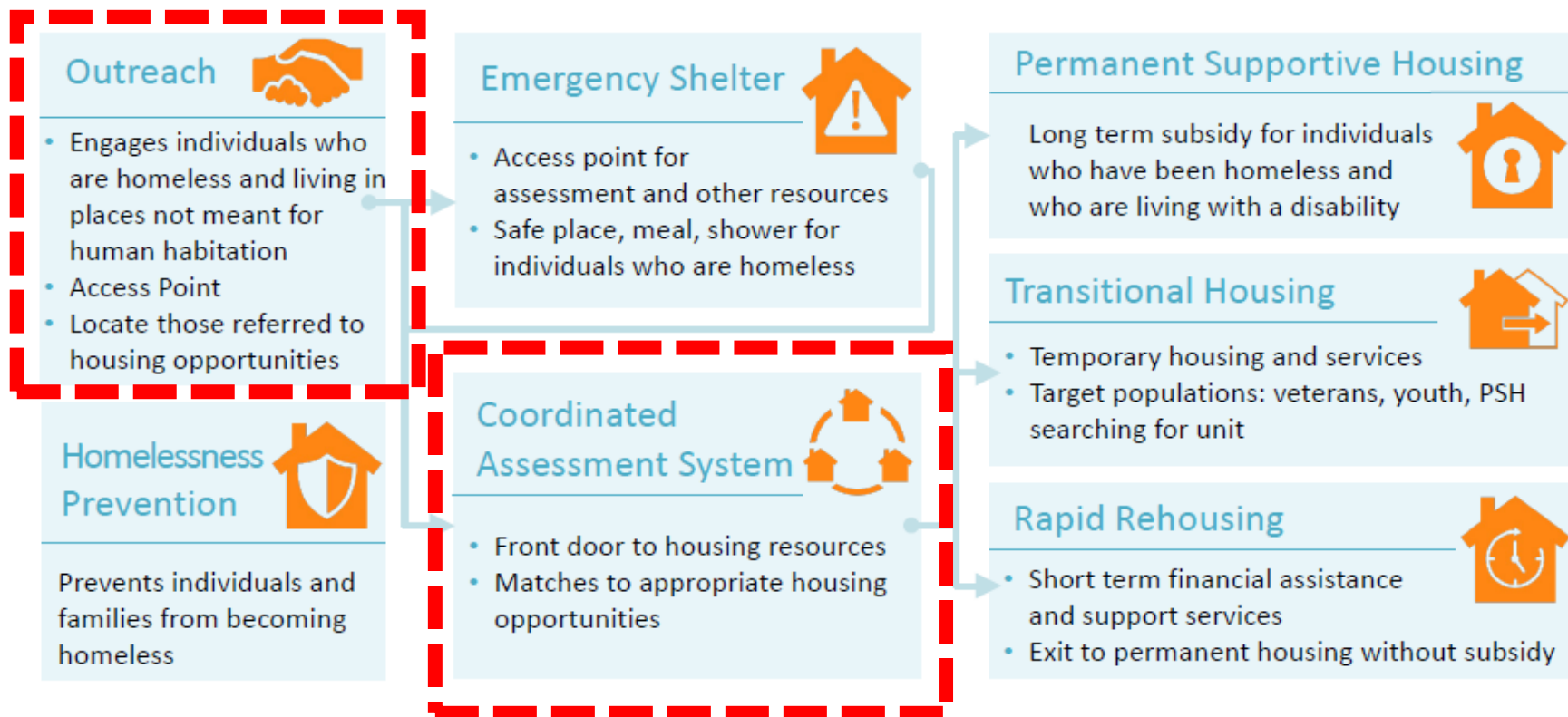
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■ Minimal Intervention  
■ Rapid Rehousing  
■ Permanent Supportive Housing

- 128 unhoused households have active assessments
- 27 unhoused residents are enrolled in the RRH or PSH programs
- Of these, 13 are housed and 14 are searching for permanent housing

# Santa Clara County's Supportive Housing System



# How Coordinated Assessment Works

## Coordinated Assessment System



- Acts as a front door to the community's housing resources
- Matches people experiencing homelessness to the community's transitional housing, rapid rehousing, and permanent supportive housing programs

- Standardized Assessment
- Connection to best-fit housing intervention
- Prioritization by need



Standard  
Assessment &  
Prioritization



Referral  
to the Best  
Available  
Resource



Contact &  
Confirmation  
of Eligibility



Supportive  
Housing  
Program  
Enrollment

# Client Engagement Team



- Outreach team with expertise in locating and building relationships with individuals experiencing homelessness
- Centralized process of locating clients



# Homeless Outreach vs. Case Management

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## Outreach and Assessment

- Locate clients
- Build trust and rapport over multiple visits
- Distribute hygiene products, snacks, blankets and other supplies
- Look out for client health concerns
- Seek consent to conduct standardized assessment or to update one
- Enter data into HMIS
- Help client enroll in RRH and PSH housing programs

## Case Management

- Regular communication and meetings
- Evaluation of options
- Help client make a plan
- Advocate for client
- Connect and coordinate services
- Offer transportation to appointments
- Monitor progress on client's plan
- Case load: 20 clients at a time



# Homeless Outreach in Milpitas

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- In 2017, the Milpitas Police Department created a Homeless Outreach Team with a state grant
- The team performs outreach on an ancillary basis to public safety responsibilities
- Provides essential supplies and referrals as needed
- Identifies encampment locations
- When the grant is depleted, a new source will be needed



# Homeless Outreach in other cities

## Homeless Street Outreach and Assessment in Santa Clara County (2018-2020)

Jurisdiction	2019 Homeless Point-in-Time Count	In-House	Outsourcing	
		In-House Homeless Outreach	Revenue Agreement with County	Direct Contract with Community- Based Organization
Morgan Hill	114		x	
Mountain View	606		x	
San José	6,097		x	x
Santa Clara	326		x	
Sunnyvale	624			x
		0	4	2



# Homeless Outreach and Case Management Options

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1A: Pursue a \$75,000 revenue agreement with the County for outreach and assessment services.

1B: Pursue a larger revenue agreement with the County for intensive project-based case management and PSH slots.

2: Pursue a larger contract with a community-based organization to provide full-time outreach, assessment, and intensive case management services.



## Option 1A: Outreach and Assessment via County

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- **Pursue a \$75,000 contract with the Santa Clara County Office of Supportive Housing for homeless outreach and assessment only.**
- Pros: Pooled resources lower cost, allow for part-time services, and make administration more efficient. Leverages County resources, improves coordination and the HEAT team specializes in reaching clients with mental health and other barriers.
- Cons: Does not include intensive case management and response time is 24-48 hours. City cannot choose the outreach provider.



# Option 1B: Case Management and PSH Slots

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- **Pursue a larger contract with the Santa Clara County Office of Supportive Housing for intensive project-based case management services and dedicated slots in permanent supportive housing.**
- Pros: Would allow the City to reserve slots in permanent supportive housing for unhoused Milpitas residents.
- Cons: Does not include street outreach. Case management costs approximately \$11,000 per client, per year.



# Option 1B: Case Management and PSH Slots

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- Reason not recommended:
  - Street outreach and assessment are a good place to start if the budget is limited. These services can increase understanding of homeless needs in Milpitas, motivate service-resistant clients, and add clients to the community queue for housing.
  - After one year of part-time outreach and assessment services, the City could add or shift funding for case management and permanent supportive housing slots.



## Option 2: Direct Contract for Outreach, Assessment & Case Management

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- **Pursue a direct contract with a community-based organization to provide full-time outreach, assessment, and intensive case management services.**
- Pros: A full-time outreach team would provide a higher level of service with faster response times, and intensive case management. A direct contract would allow the City to select a specific provider.



## Option 2: Direct Contract for Outreach, Assessment & Case Management

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- Cons: Minimum \$200,000 annually. May not leverage mental health clinicians that are embedded in the County's HEAT team. This option would not guarantee slots in permanent supportive housing.
- Reason not recommended: Would cost more and may not leverage mobile mental health support or other services coordinated through the County.



# Recommendations

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- Provide feedback on proposed plan for homelessness outreach services.
- Provide recommendation to the City Council on pursuing (option 1A) a revenue agreement for homeless outreach and assessment services with the Santa Clara County Office of Supportive Housing.

